



**Make-A-Wish® Metro New York and Western New York
Coordinator, Medical Intake**

Job Title: Coordinator, Medical Intake	Location: 500 5 th Avenue, New York, NY
Reports to: Manager, Medical, Community and Volunteer Engagement	
Supervisory Responsibilities: Interns/MAW Volunteers	
Type of position: <input checked="" type="checkbox"/> Full-time <input type="checkbox"/> Part-time <input type="checkbox"/> Intern	<input type="checkbox"/> Exempt <input checked="" type="checkbox"/> Nonexempt
<p><u>Position Overview:</u></p> <p>The Coordinator, Medical Intake is responsible for coordinating all aspects of the referral and eligibility process to ensure all referred children are expedited through the process.</p> <p>He/she is to act as a member of the team in supporting coworkers and supervisors in accomplishing the Chapter objectives set forth by the Director, Medical, Community and Volunteer Engagement, Chief Operating Officer, and CEO.</p>	
<p><u>Responsibilities:</u></p> <p>Wish Process</p> <ul style="list-style-type: none"> • Receives and processes all wish referrals for the chapter • Ensures medical eligibility is determined in timely fashion and ensures appropriate signatures and information are on the forms. Follow-up is done for forms not returned within two weeks or those missing key information/signatures • Creates and sends welcome letter or DNQ letter as required for each family • Calls each family that qualifies for a wish to welcome them and outline the next steps in the process • Sets up the wish file (hard copy and within Raiser’s Edge/Wish & Volunteer Center) following national and local standards • Create Wish project and fund IDs for the Wish team • Scans and emails the referral form to the appropriate team to start the assignment process. Files are mailed on weekly basis • Ensures integrity of the data needed for standard reporting each month • Builds strong relationships with referral sources across the chapter and provides input on issues or re-education needs • Ensure accuracy and integrity of the data as well as identify potential new sources to contact • Maintain working knowledge of national policies, guidelines and resources as they relate to Mission Delivery 	



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Public Information

- Work with department Manager and Associate to identify referral sources to recognize or visit on a monthly basis
- Identify wish families for Wish it Forward program and/or marketing and volunteer opportunities
- In accordance with the Make-A-Wish team philosophy, carries out or assists with other tasks in addition to those listed in the job description.

Essential Skills and Abilities:

- Ability to manage multiple projects simultaneously and achieve objectives.
- Strong interpersonal and verbal/written communication skills; building and sustaining productive long-term relationships.
- Efficient time management and prioritization skills.
- Working knowledge of child development, childhood illnesses and treatments.
- Must be social media savvy for research purposes.
- Proficiency in Microsoft Office Suite: Word, Excel, and Outlook required.
- Experience in Raiser's Edge or Salesforce a plus.
- Commitment to and passion for the mission of the Make-A-Wish Foundation.
- Ability to relate to diverse communities.
- Ability to work independently and with limited supervision.
- Ability to apply discretion and independent judgment.
- Ability to present a positive and professional image of the Make-A-Wish Foundation of Metro New York and Western New York
- Ability to build and maintain effective working relationships with fellow employees, the Board members, and the community.

Essential Education & Experience:

- ☐ 1 - 3 years of work experience in administration, clerical, social work or child life.
- ☐ Bachelors' degree required.



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Additional Qualifications:

- Show ability to motivate and support a diverse constituency in a team-oriented atmosphere
- Excellent communication and customer service skills
- Commitment to and a passion for the mission of Make-A-Wish
- Valid driver's license and reliable transportation
- Oral and written Bilingual English/Spanish required

Physical Demands:

The physical demands and work environment listed here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

Reasonable accommodations may be made to enable a person with disabilities to perform the essential functions.

- **Physical Demands:** While performing this job employees may occasionally require to talk, stand or sit for long periods of time, walk, climb stairs, key data, stoop, twist, bend, crawl, speak and hear. Employees may drive a motor vehicle and may be required to travel during business hours and overnight up to 20% of the time. Person must also be able to move/lift up to 20 pounds.
- **Work Environment:** While performing this job employee is exposed to weather prevalent at the time with varying noise levels.

Disclaimer

The above statements are intended to describe the general nature and level of work being performed by people assigned to this position. They are not to be construed as an exhaustive list of all responsibilities, duties, and skills required. All personnel may be required to perform duties outside of their normal responsibilities from time to time, as needed.

How to Apply

Please email a resume and cover letter *with* salary requirements to info@metrony.wish.org
Applications without a cover letter will not be considered.